GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:6061
ANSWERED ON:04.05.2000
QUALITY OF FOOD SERVED IN TRAINS .
ANANT GANGARAM GEETE;RENU KUMARI SINGH;T. GOVINDAN

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government have received complaints regarding sub-standard quality of food items served in trains specially in Rajdhani Express trains during the last three years;

(b) if so, the details thereof and the action taken by the Government thereon;

(c) whether the Government propose to constitute a high level committee to inspect the quality of food and other facilities being provided to the passengers; and

(d) if so the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH)

(a) & (b) Yes, Sir. During the last three years, 87 complaints have been received regarding quality of food served in Rajdhani Express trains. Railways have initiated a number of steps to improve the quality and presentation of catering services including use of branded products, use of eco-friendly packaging material, improved presentation and regular monitoring of catering services.

(c) & (d) No, Sir. Apart from Passenger Services Committee and Passengers Amenities Committee, the Parliamentary Standing Committee on Railways, the Consultative Committee of Members of Parliament and National Railway Users Consultative Committee do inspect various catering/vending units and suggest suitable modifications/ suggestions for improvement of catering services.